



## Microsoft 365 Message Encryption | Sending & receiving secure encrypted emails

**What is Message Encryption?** Microsoft 365 Message Encryption lets you send encrypted emails to **anyone** — even recipients who don't use Outlook or Microsoft 365. The message and attachments are protected so only the intended recipient can read them, using a secure browser portal.

### 1 How to Send an Encrypted Email

Compose your email as normal in Outlook or the NEW Outlook, then apply encryption before sending it. No special software or setup is needed. You must have an Office 365 Premium License for this feature to work, which most of our MSA clients have already.

#### Outlook — New Message

Message Insert **Options** Format Text **Encrypt**

To: client@externalcompany.com

Subject: **Confidential – Account Documents**

**This message is encrypted. Recipients can't remove encryption.**

Hi, please find the attached account documents for your review...

1. Compose email → 2. Click Options → Encrypt → 3. Choose **Encrypt or Do Not Forward** → 4. **Send**

### 2 What the Recipient Sees

Recipients using **Outlook with Microsoft 365** open encrypted messages normally with a banner showing restrictions. Recipients on **Gmail, Yahoo, or other providers** see a wrapper email directing them to a secure browser portal.

Recipient's Inbox (Gmail, Yahoo, etc.)

From: you@yourcompany.com

Subject: **Confidential – Account Documents**



**You have received an encrypted message**

**Read the message**

*The recipient clicks the button, then signs in with their email provider or requests a one-time passcode.*

### 3 How Recipients Authenticate

The recipient verifies their identity before viewing the message. Microsoft never shares the content without authentication.

#### Option A Sign in with email provider

If the recipient uses Gmail, Yahoo, or a Microsoft account, they can sign in directly with that provider.

**Sign in with Google**

**Sign in with Yahoo**

#### Option B Use a one-time passcode

A temporary passcode is emailed to the recipient. They enter it in the browser to view the message.

Your one-time passcode: **83729145**

*Passcode expires after 15 minutes*

### 4 Encryption Options Explained

Option	What It Does
<b>Encrypt</b>	Message stays encrypted. Recipients <b>can</b> forward, but the encryption stays. Best for general confidential info.
<b>Do Not Forward</b>	Message is encrypted AND recipients <b>cannot forward, print, or copy</b> the content. Office attachments stay protected even after download.

#### **Works with Anyone**

Recipients do **not** need Outlook or Microsoft 365. They view the message in a secure browser portal.

#### **Attachments Too**

Attachments are encrypted along with the message. Office files (Word, Excel, PPT) stay protected even after download with Do Not Forward.

#### **Reply Stays Encrypted**

When the recipient replies through the secure portal, their response is automatically encrypted too.

